

THE IPN DISPATCH

IPN Monthly Dispatcher Update

DECEMBER 2015

HOLIDAY RAFFLES

Your Dispatch Admin Team has been very busy planning TWO great raffles for the end of the year this year.

The first raffle is our Facebook Raffle. All you have to do is be a member of our dispatcher facebook page. Not a member yet? Email support to request an invite. Each member is eligible to win and the prize is a Firefighters' Edition of the classic Monopoly game.



The second raffle is one of our most requested and a great way to spend your Dispatcher Reward Points if you do not have enough for a gift card. This year, the winner will have the choice of either a 48-inch LED/LCD Smart TV or a Sonos Play 5 speaker system (both valued at \$500).

This raffle is only 100 rewards points per entry via the website and the drawing will be held on December 18th. Shipping is included as part of the prize. (Last year's raffle was so popular we ended up picking TWO winners!) Enter as many times as you want.



IPN Dispatcher of the Month

We are pleased to announce that **LOU009** has been named DOTM!

He has been an active IPN dispatcher for 13 years! Not only does he provide great New Orleans coverage but is a dedicated Hotline dispatcher as well.

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

Chapter Stats

Several states rallied to post incredible numbers this month. The Cinderella story for October is the state of Texas. Dispatchers there doubled their number of incidents and leaped up to the 6th spot on the chart. Also moving up is Connecticut, taking hold of the 5th position. Ironically the 4th & 5th Spots are held by the 3rd and 4th Smallest states. This proves that any chapter can put themselves on the chart if they work to achieve goals.

JAN FEB MAR APR MAY JUNE JULY AUG SEPT OCT

1	CA	CA	CA	CA	FL	CA	CA	FL	FL	FL
2	NY	FL	FL	FL	CA	FL	FL	CA	CA	NY
3	FL	NY	NY	NY	NY	NY	NY	NY	NY	CA
4	NJ	MA	MA	MA	MA	IL	MA	MA	MA	MA
5	MA	NJ	PA	PA	IL	PA	IL	IL	PA	CT
6	PA	PA	IL	IL	PA	MA	PA	PA	OH	TX
7	OH	OH	NJ	NJ	TX	VA	WI	NJ	IL	IL
8	IL	IL	OH	TX	NJ	MI	TX & MI	OH	CT	OH

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Pulse Point: New Coverage

-Orange County, CA & Howard County, MD



The Orange County Fire Authority in California has recently been added to the PulsePoint app. This agency has 79 stations that cover several cities. They also respond to neighboring cities and towns that are dispatched by MetroNet. PulsePoint has this agency broken down in to 7 divisions. The in-app feed for this agency is not enabled but there are two feeds on radio reference that seem stable with good quality audio.

Howard County Maryland is also on the app now. This is the first department in the state but hopefully not the last. HCFR is a combination department operating from 12 stations. There are no incorporated cities or towns in this county. Incidents are dispatched to IPN using the names of the associated census designated places and unincorporated communities that appear in the PulsePoint app. Calls here should not be paged as unincorporated. There is an in-app feed for this PulsePoint selection making it possible to monitor a call with a finger swipe. The feed is a little garbled but you can figure out what is being said. Unlike other PulsePoint feeds, "Extended Traffic Advisory" is not used here. In fact they do not upgrade MVC calls in the app so you need to listen. All MVC incidents are entered as "Rescue". You will see tons of these in the history. They work a lot of crashes here and most are on roads that will create issues for other drivers.



Coming Soon: New IPN Alert Categories!

Be sure to keep up-to-date with our *IPN Dispatch* newsletter to learn about new IPN features, brush up on your skills, and find new ways to increase your Dispatch Rewards Points. Your IPN Admin team listens to all feedback and we are working on ways of making IPN even better. Thank you for all your input and stay tuned for updates!

New Rewards Items



We asked for input from dispatchers on reward items that they would like to see. The response was overwhelming and we will do our best to accommodate everyone's needs.

One popular request was for long sleeve IPN T-Shirts and Sweatshirts. In order to place an order for these we will need a minimum number of shirts. They can be ordered using points once the order is placed. For now we just need to know if there are enough people that want them. Please email support and let us know if you would like a long sleeve T, Sweatshirt or both as well as the quantity.

Frequent "Winter" Incidents

In many parts of our coverage area it is winter time again. We want to take a minute to refresh everyone's memory on the right category selection so that the QA Elves aren't sending you holiday emails.

Chimney Fires contained to the chimney: Smoke Damage and possibly Traffic Advisory (If the location warrants)
Furnace blow back or malfunction with Smoke Condition: Smoke Damage
Roof Collapse in unoccupied building: Special and Structure Damage
Roof Collapse with confirmed entrapment: Tech Rescue and Structure Damage.
Significant collapse of large building with possible entrapment: Search & Rescue, and Structure Damage
Person Trapped in a Chimney: Technical Rescue but also consider Structure Damage
Large scale water leak with relocation of occupants: Special and Water Damage
Nana burned the holiday dinner and filled the house with smoke: Smoke Damage



Happy Holidays from all of the IPN support team! Thank you for all you do throughout the year!

Feed Review -Detroit, MI

Detroit is Michigan's largest city with a population of 680,250 (as of 2014), down from its 1950's heyday population of almost 2 million! Detroit is unique as it shares a totally waterous boarder with Canada, with only 1/2 mile separating Detroit from Windsor, Ontario. The Detroit River acts as an international border and is also one of the busiest river systems in the nation, both in shipping and private recreational use. There are several north-south and east-west interstates carrying over 50,000 vehicles daily.



The city experiences all 4 seasons with a hot and humid summer full of severe weather potential. Winters are cold and filled with lots of ice and snow making the workday commutes a slow nightmare. CSX, Norfolk and Amtrak all have railways through Detroit, which move many types of materials and haz-mat related products. Detroit is still considered the "Motor City" and thousands of vehicles are still produced and transported daily by car hauler or train car. A small airport lies in the center of the eastside of Detroit that handles mostly small commuter air traffic and some small freight activity.

The Detroit Fire Department has many different types of fire and rescue apparatus, along with Detroit EMS, that operate out of 38 stations. They include: 27 engine companies, 17 truck companies (3 platforms, 1 quint), 6 squad companies, 8 battalion chiefs, 26 ambulances, an ARFF company, haz-mat, and a fireboat. Unique to this area is an abundance of vacant structures, often catching fire due to arson or homeless warming/cooking fires. Detroit Fire responds to 28-30,000 runs annually and only began responding to medical aids on July 1, 2015. The addition of medical runs is expected to add 25-30,000 additional runs to this number once all fire companies come online as medical companies.

There are feeds to listen to Detroit Fire Dispatch with the Fire Scene (FS) channels as well as a feed that monitors all Detroit Police Districts. Detroit Fire Dispatch also dispatches for Highland Park, so when scanning listen for these two cities being dispatched into one city or another on the same feed.

Feed Links: [Detroit Fire](#) [Detroit Police](#)

Dispatcher Meeting -Daytona, FL

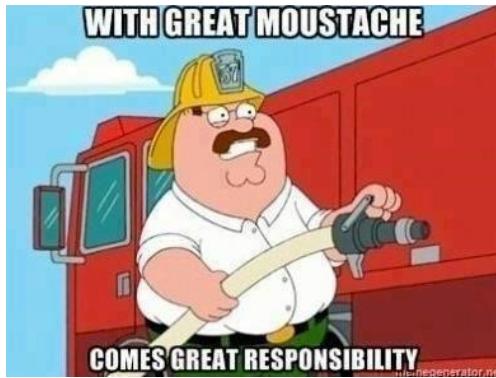
IPN will be hosting a dispatcher meeting on Friday, January 22nd in Daytona, Florida. This is being held during Fire Rescue East. We have already heard from several dispatchers who are attending the show. Hopefully each of you will find time to attend. Please RSVP support so that we can plan accordingly. Be sure to include your shirt size. We will do our best to accommodate everyone. Chuck Lowe and Michael Heeder will be on hand to meet team members.



Other meetings are being planned in other parts of the country for 2016 based on the level of interest. We have heard from folks in Chicago & New Jersey. If you would like our admin team to visit your area please let us know.

EMS Humor

In honor of Movember!



Ask QA

-It Sounded Pretty Bad and It Was!

"I want to know why QA told me my Major Accident alert didn't meet the guidelines. Here is the link to the local news, the driver is in critical condition." [<link redacted>](#)

We actually hear this a lot and the answer is quite simple: While the incident did meet the guidelines as a major accident, your alert did not. What this means is that your narrative needs to support the category you choose. If there was major trauma, be sure to state it. MCI declared? Include that. QA cannot read your mind and even though YOU know "it was pretty bad" the alert you send needs to spell it out.

Do you have a question for our QA staff?

Send it to support@incidentpage.net

Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:
newsletter@incidentpage.net

General Support:
support@incidentpage.net

Dispatcher Admin Office:
1900 Weld Blvd, Suite 105
El Cajon, CA 92020

Quick Links:

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Past Issues

Based on feedback, past issues of the IPN Dispatch will not be updated in each newsletter. However, we encourage you to save your copy for future reference.



Photo provided by MCH028. One of several fires during "Angels Night" in Flint, MI, on October 30.